



SERVICE ACTION

Global Service Action
Number: **N811v2**

Changes are highlighted in blue

Subject:	Publication No.: N811v2
	Model: Defender (LE)
Door Zone Module - Quiescent Drain	Model Year: 2020 - 2022
	Model: Discovery (LR)
	Model Year: 2021 - 2022
	Model: Range Rover Velar (LY)
	Model Year: 2021
	Date of Issue: 10 July 2024
	Expiry Date: 31 August 2025

To:	All National Sales Companies (NSCs), importers, retailers and authorized repairers.
For the Attention of:	The approved Jaguar Land Rover (JLR) retailer/authorized repairer.
Important:	<p>This Bulletin has been reissued to include additional option codes C and D for vehicles that need the campaign to be completed again. If a vehicle has been repaired previously you must complete the campaign again if it shows as open in the warranty portal.</p> <p>NOTE: The information in this campaign is intended for use by professional technicians. If you are not a JLR retailer/authorized repairer, do not assume that a condition described affects a specific vehicle. Contact an authorized JLR retailer/authorized repairer to determine if this campaign applies to a specific vehicle.</p> <p>This campaign has been issued to provide the relevant repair instructions, parts and warranty information. This campaign is valid for two years only. Repairs must be completed prior to the expiry date at the top of this campaign.</p>

FOR THE ATTENTION OF ALL:

DESCRIPTION OF ISSUE

A potential concern has been identified on specific vehicles within the above vehicle range.

Customer could be left with a vehicle that can not be unlocked or the engine started as a result of a depleted battery State of Charge. The risk is increased if the vehicle is left for a period of time without driving or the daily Drive Cycle is low mileage and may not sufficiently recover the battery. The customer may experience Low Battery Warning.

ACTION TO BE TAKEN

At the next opportunity, you are requested to repair the vehicle.

Check the JLR Warranty Portal to make sure affected vehicles are correctly identified prior to starting this campaign. The Warranty Portal will be updated to reflect only those vehicles affected.

An owner may indicate that a repair has already been completed for this concern, in which case the full cost of the repair should be reimbursed. Refer to the warranty section of this campaign for details of the Customer Reimbursement and Related Damage Process. At the time of confirming a booking for a vehicle repair, make sure you check the Warranty Portal to confirm if there are any other outstanding campaigns, to make sure the correct parts are available and adequate workshop time is allocated for repairs to be completed in one visit.

FOR THE ATTENTION OF NORTH AMERICAN TERRITORIES ONLY:

Visit the British Brands Sales Suite (BBSS) website for a list of affected vehicles at your retailer/authorized repairer. Unsold vehicles must be repaired prior to handover of the vehicle for retail sale.

Yours faithfully

Steve Oldham

Global Customer Care Quality Director

SERVICE INSTRUCTION - N811V2

SROs

Description	SRO	Time
Door modules - Update ECU	85.86.24	0.2
Door glass calibration	05.10.10	0.1
Drive in/drive out	02.02.02	0.2

NOTE:

Repair procedures are under constant review, and therefore times are subject to change; those quoted here must be taken as guidance only. Always refer to TOPIx to obtain the latest repair time.

Warranty Information

Warranty claims should be submitted quoting program code N811 with the relevant option code from the table below. As option codes are used there is no requirement for you to enter SROs or parts, these are included for information only.

Program Code	Option	Description	SRO	Time
N811	A	Door modules - Update	85.86.24	0.2
		ECU	05.10.10	0.1
		Door glass calibration		
N811	B	Door modules - Update	85.86.24	0.2
		ECU	05.10.10	0.1
		Door glass calibration	02.02.02	0.2
		Drive in/drive out		

NOTE:

Vehicles previously repaired and then re-opened for the campaign to be completed again need to claim either option code C or D as detailed below.

Program Code	Option	Description	SRO	Time
N811	C	Door modules - Update	85.86.24	0.2
		ECU	05.10.10	0.1
		Door glass calibration		
N811	D	Door modules - Update	85.86.24	0.2
		ECU	05.10.10	0.1
		Door glass calibration	02.02.02	0.2
		Drive in/drive out		

NOTE:

The option that contains the drive in/drive out allowance may only be claimed when the vehicle has been brought back into the workshop for this action alone to be undertaken.


Warranty claims should be submitted in accordance with the current [Jaguar Land Rover \(JLR\) Global Warranty Manual](#), and its amendments, unless stated otherwise in this bulletin.

Customer Reimbursement and Related Damage Process

NOTE:

If there is a requirement to claim for related/consequential damage or customer reimbursement, refer to the related instruction that can be found in TOPIx (in the Search box, search for 'Related Damage Claim' and open the related bulletin link).


DIAGNOSTIC INSTRUCTION - USING TOPIX CLOUD DIAGNOSTICS

 **NOTE:**

Modules already at the latest software level will not be available for update. If the module update below cannot be completed due to already being at the latest software level, email jlrcomp@jaguarlandrover.com with the [Vehicle Identification Number \(VIN\)](#) and campaign reference, for the campaign to be closed.

1. Connect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.


2.

 **NOTE:**

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode. Refer to: [Transit Mode](#) (100:00, General Procedures).


3.

 **NOTE:**

Only complete this step if the vehicle is in transit mode.

Select the link to disable transit mode. Refer to: [BCM - Transport Mode - Enable/Disable](#) (418:00/BCM,).

4.

 **NOTE:**

All 4 door modules will be updated as part of this application.

Update the [Driver Front Door Module \(DDM\)](#) - Refer to: [UPDATE_MODULE](#) (419:00/DDM,).

5.

 **NOTE:**

If required each door glass can be calibrated manually, refer to TOPIx Workshop Manual - 501-11: Glass, Frames and Mechanisms - General Procedures - Door Window Motor Initialization.

Select the link to calibrate the driver front door glass - Refer to: [DDM - Driver Front Door Glass Calibration](#) (419:00/DDM,).

6. Select the link to calibrate the driver rear door glass - Refer to: [DRDM - Driver Rear Door Glass Calibration](#) (419:00/DRDM,).

7. Select the link to calibrate the passenger front door glass - Refer to: [PDM - Passenger Front Door Glass Calibration](#) (419:00/PDM,).

8. Select the link to calibrate the passenger rear door glass - Refer to: [PRDM - Passenger Rear Door Glass Calibration](#) (419:00/PRDM,).

9.



NOTE:

If required.

Select the link to enable transit mode. Refer to: [Transit Mode](#) (100:00, General Procedures).

10.



NOTE:

If required.

Select the link to enable transit mode. Refer to: [BCM - Transport Mode - Enable/Disable](#) (418:00/BCM,).

11. Follow all on-screen instructions to complete the task.

12. Disconnect the [JLR](#) approved diagnostic equipment and the [JLR](#) approved battery support unit.

SAMPLE CUSTOMER LETTER - FOR INFORMATION ONLY

Name
Address line 1
Address line 2
Address line 3
Post Code

Vehicle Identification Number (VIN):
Registration Number:
Program Number: N811

Date: month/year

An important message for owners of Defender, Discovery and Range Rover Velar

Dear

We are providing a Customer Satisfaction Program free of charge to owners of certain 2020 to 2022 Defender, Discovery and Range Rover Velar vehicles.

Why are we contacting you?

It has been identified that your vehicle may experience a drain on the 12 V startup battery which could result in the vehicle being unable to be unlocked or the engine started.

What will your Jaguar Land Rover retailer/authorized repairer do?

The Software for the door modules will be updated. This will be done free of charge under the terms of this program.

How long will it take?

We will complete the work as quickly and efficiently as possible to minimize inconvenience to you. Your retailer or authorized repairer will advise how long they will need your vehicle when you make the booking.

What we are asking you to do

Call your preferred Jaguar Land Rover (JLR) retailer/authorized repairer without delay. Quote your Vehicle Identification Number (VIN) (located at the beginning of this letter) and vehicle registration number, ask for a repair date for N811. If you do not have a retailer /authorized repairer, access www.landrover.co.uk or www.landrover.com for contact details.

If you have trouble getting your vehicle repaired promptly and free of charge, contact the retailer/authorized repairer Service Manager for assistance.

Thank you for attending to this important matter.

Yours sincerely

Head of Business